



April 2020 Status

**Arizona Department of Corrections, Rehabilitation, & Reentry
Arizona Correctional Information System
(ACIS, formerly AIMS2)**

Project Trajectory

State-wide Go Live

- System Stabilization Phase

- Are users relying on the new system?
- Have major bugs been resolved?
- Are we ready to move into Maintenance and Operation (M&O)?

Functional Status of System Modules

- 0 Critical bugs
- 0 High bugs
- 36 of 40 Modules with 197 total Medium/Low bugs
- Modules moved to Manual Process:
 - Property
 - IR (Incident Report)

Bug data updated 2020-04-01

Interface and Report Status

- Interface services
 - Medical transaction errors persist, causing ADCRR IT to manually reprocess
 - Gap data is being manually processed in Enforcer (CenturyLink)

Key Functional Concerns

- System and Operational issues, caused by
 - 20% unsuccessful bug “fix” rate
 - Bug “fixes” that inadvertently introduce new problems to interdependent functions within the system
 - Operational inefficiencies causing a negative user experience
- A number of high impact issues have been worked through, yet difficult ones still remain, further straining operational efficiency.

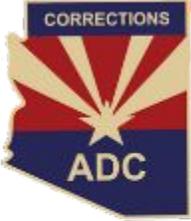
Customer Concerns

- **Bug free** – Nagging issues continue to prevent ADCRR from validating in a bug free system.
- **Defects vs Modification** – A number of functionality issues, not explicitly specified in original design, cannot be remediated until M&O begins.
- **Growing Modification lists** – Significant Modifications/Parking Lot issues (384 total; 56 critical per Operations Management) are collectively causing significant frustration among customers.
- **System Slowness** – Buffering issues have improved to tolerable levels.
- **Data Cleanup** – Problems with retroactively correcting data errors stemming from original defect.
- **Grouping of Medium Bugs** – Several modules have multiple lower-severity defects, restricting functionality with the module which overall causes a High severity impact.
 - 30+ Bugs in each : Community Corrections, Visitation, Reports

Parking Lot issues data from 2020-04-01

Updates Since March

- ADCRR and ASET continued to work with the vendor to establish the path of transition from implementation to M&O.
- Budget remains on track (unchanged), as approved by ITAC and JLBC.
- A site visit was performed at a complex as part of gap analysis step.



ACIS

ARIZONA CORRECTIONAL
INFORMATION SYSTEM

The main logo is centered on the page. It consists of the Arizona Corrections ADC logo on the left, followed by the acronym 'ACIS' in large, bold, dark blue letters. Below this, the full name 'ARIZONA CORRECTIONAL INFORMATION SYSTEM' is written in white, uppercase letters on an orange rectangular background.